

EMBASSY OF THE UNITED STATES OF AMERICA

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PRESS RELEASE

U.S. EMBASSY INTRODUCES CUSTOMER-FRIENDLY VISA APPLICATION PROCESS

Dhaka, September 8 -- Starting September 14, 2014, the United States Embassy, Dhaka, will improve the way applicants apply for visas. This new system will simplify interview appointment scheduling, fee collection, and visa pickup. Applicants will be able to apply for their visas through a new, customer-friendly website, www.ustravelDocs.com/bd.

The new website, supported by a new call center, will make applying for visas easier by providing information in both Bangla and English in a single location. Previously, applicants would apply online but schedule appointments in person at Saimon Overseas. While Saimon will still be our partner in document collection and passport return, applicants will now book interview appointments through our new website. They will be able to arrange both individual and group appointment bookings as well as obtain application instructions, important U.S. Embassy information, and answers to frequently-asked questions. The call center will enhance accessibility to information, enabling applicants to speak to a customer service representative in English or Bangla.

It will also be more convenient for applicants to pay their visa fees. Once they have filled out their visa applications and scheduled their interviews, they can then pay their application fees at select HSBC locations in Dhaka, Narayanganj, Sylhet, Mymensingh, and Chittagong. They can pay in cash (in dollars or taka), and will receive a fee receipt valid for one year. Please note that as of August 31, Standard Chartered is no longer providing fee receipts. However, applicants who purchased a Standard Chartered fee receipt less than one year ago may still use that fee receipt to apply for a visa. All fee receipts, whether from HSBC or Standard Chartered, are valid for one year. For the convenience of applicants located outside of Dhaka, Saimon has also expanded document collection and visa pickup services. Applicants can now retrieve their visas from Saimon offices in Chittagong and Sylhet in addition to the existing retrieval option in Dhaka.

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